

# Premium Enterprise Support Manager (ESM) for SaaS

A senior, experienced support manager who coordinates support delivery against your business goals

## Premium Enterprise Support Manager at a Glance:

- Manages the support experience for a product group (region & workload limitations apply)
- Senior, experienced account manager with knowledge of your business and priorities
- Your advocate and primary point of contact for support management per product group
- Working knowledge of your SaaS implementation
- Business hours access to the ESM
- Advanced Operations Delivery for prioritized incident handling
- Up to 4 onsite days per year
- Dedicated to 6 customers

When you need the best possible care of your complex environment, turn to Premium Support. With Premium Support, you get people on your side who are as immersed and invested in your world as you are. They become an extended part of your team.



## Advocacy from a Senior Enterprise Support Manager

Your Premium Enterprise Support Manager (Premium ESM) is your support advisor and advocate, focusing on the non-technical aspects of your support partnership with OpenText, to ensure support delivery meets your business goals. The Premium ESM will build a strong relationship with the designated technical contacts in your organization, acting as your ambassador in meetings with R&D teams, product management, and SaaS support. This senior support manager will regularly review your support cases to ensure your top priority cases are progressing well. They will escalate as needed if additional resources or review is appropriate.

Your Premium ESM will provide quarterly business reviews to discuss your upcoming projects and needs, monitor support cases, review product version currency, deployment status and training needs. They will train your staff on support resources and tools.

Your ESM is available during business hours and will come onsite 4 days a year. With your Premium Support ESM package, you receive Advanced Operations Delivery, giving you prioritized incident handling with SaaS support.

## Your Premium ESM Package Includes the Following Coverage and Primary Responsibilities

### Coverage

- Advocacy, escalation, planning and Support oversight for a specific product group (region & workload limitations apply)
- ESM business hours availability
- ESMs support up to 6 customers

- 4 onsite days a year
- Prioritized incident handling with SaaS support through Advanced Operations Delivery.

### Primary Responsibilities

- Works with your team to assist with the non-technical aspects of your support experience
- Acts as your ambassador, leveraging worldwide SaaS resources to ensure delivery success
- Visits your site and builds relationships with your team
- Gains an understanding of your SaaS implementation and business priorities in order to improve the support delivered to you
- On-boards and trains your staff to get the most from your support resources and tools
- Navigates OpenText™ SaaS processes to ensure escalations happen quickly, and solutions to requests are handled in a timely manner
- Provides quarterly business reviews with case reporting and KPI trending. Responsible for analyzing trends in order to provide recommendations
- Proactively monitors support cases, and facilitates regular meetings to review status and ensure progress
- Understands your business goals and desired outcomes, and manages to consistent service levels
- Facilitates meetings with R&D, product management and SaaS support as needed

# Support That Steps Up to Today's Business Challenges. That's Premium Support

Premium Support. Built for You and Your Business.

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[OpenText CEO Mark Barrenechea's blog](#)



## Description of the Premium ESM Package—Key Benefits

How	What
Premium Support Onboarding	Your Premium ESM will make an initial onsite visit to kick off the delivery of your Premium Support contract. During this visit, the ESM will introduce the Premium Support team, meet key personnel, review details pertaining to your support contract such as escalation and support processes, and collect information about your needs and goals in order to create your support plan or dashboard.
Account Support Plan or Dashboard	The Account Support Plan or dashboard defines deliverables, processes, and personnel involved in the delivery of Premium Support. Impact from unplanned downtime or other problems will be minimized when all required information is gathered and communicated clearly, and a carefully coordinated resolution process takes place. Your Premium ESM will update this plan on an ongoing basis with any changes affecting support delivery.
Support Management Contact	Your Premium ESM is your primary point of contact for SaaS support management within OpenText. Your ESM will partner with your team, and leverage ties into the backline and engineering teams to give your issues the priority they deserve and ensure you have an optimal support experience.
Prioritized Support Case Handling	Your SaaS support cases related to the specific product group covered by your Premium Support ESM contract, will receive a higher priority than SaaS support cases covered by your underlying SaaS contracts.  Your SaaS support cases will receive prioritized handling through the Advanced Operations Delivery process.
Proactive Support Case Management	Your Premium ESM is responsible for monitoring your top priority cases opened under their designated product group to proactively prevent escalations. Your ESM will proactively host support case review meetings to ensure those cases are progressing, and to assess your support experience and make any necessary adjustments.
Escalation Management and Advocacy	Your Premium ESM navigates OpenText processes to ensure escalations are handled in a timely manner. Your ESM will represent you in meetings with engineering, customer support and product management to advocate for issues important to you.

## Premium Support

Software solutions can be complex. In today's fast-paced market, having someone you can trust and who understands your SaaS solution can make all the difference. Premium Support gives you named and dedicated support personnel who know your business priorities and SaaS implementation. Engage the services of problem resolution, technical guidance and strategic support personnel that champion your success and ensure you're getting the most out of your software investment.

Watch: [Introducing Premium Support](#)

Learn more about [Premium Support](#)

## Contact Us about Our Support Portfolio

We're here to make sure you get the right level of support for your business. You will find links to further information below, but why not contact us? We can outline your options and how your business will benefit. Please contact your support sales representative.

Find out more about our [Premium Support](#) and [Flexible Credits](#) offerings.

Learn more at [www.opentext.com](http://www.opentext.com)